

South Howell County Ambulance District Job Description	
Operational Area: <i>Clinical Operations</i>	Job Title: <i>Clinical Operations Manager</i>
Reports to: <i>Administrator</i>	Reports From: <i>Platoon Supervisors</i>
FLSA Status: Exempt	
Salaried with Range: \$50,000/year	
Status: <i>Full-Time</i>	
Prepared By: <i>James McGee, Administrator</i>	Reviewed By: <i>Jolaine Lashley Human Resources</i>
Original Date: <i>January 2, 2012</i>	Revised: 9/25/2013; July 2018

South Howell County Ambulance District’s Mission Statement:

- ❖ South Howell County Ambulance District is, and will remain, “THE Difference in EMS Care” through our passionate commitment to excellence in patient care. We will accomplish this by: Living our Values, (Dedication, Accountability, Integrity, Teamwork); Striving tirelessly to service our community by providing the best ALS, BLS, and non-emergency medical transport; Providing the best education and training for our professional staff; Promoting public CPR, first aid and other public safety courses, and Continually improving our level of organizational performance and quality

Clinical Operations Department Mission:

- ❖ This area of operations is the reason the District exists. The public voted for the District in August 1974 with actual response and transport operations beginning midnight February 15, 1975. The professional emergency medical technicians, paramedics, and shift leadership are charged with providing prompt response, treatment and transport of those within our district boundaries. They also provide community support in the form of education, public relations, event standby’s, mutual aid support for surrounding ambulance districts, public service standby for fire services and other services to support the District.

Primary Job Accountabilities:

1. Comprehensive knowledge of the paramedic skill set and the application of that knowledge in clinical settings
2. For the overall performance and compliance of clinical operations staff related to District policies, procedures, and guidelines
3. For interacting with the public, other agencies in a manner which represents self and the District in a positive light
4. Ensures the ambulance fleet and all related clinical equipment is kept in operational shape and complies with regulations
5. Keeping documentation of staff current, and involved in the onboarding training and manages the clinical staff scheduling in Aladtec’s EMS Manager
6. Tracking KPI data and acting upon that data
7. For maintaining credentialing level

Accountabilities above are not exhaustive with an understanding they may change

Primary Job Competencies:

1. Workplace behaviors comply with the guiding documents of the District's Mission, Vision, Value statements and language contained in policy and procedure manual
2. Supplies reports to Administrator and other departments monthly or on request
3. Ability to effectively communicate with customers, other department heads, staff and other agencies and staff
4. Effectively collaborates with other staff to address operational issues in a positive manner
5. Meets competencies associated with the paramedic job description
6. Meets at least monthly with platoon supervisors

The above listed competencies are not to be considered exhaustive. Other duties and competencies can and will be added insofar as such additions are not retaliatory or discriminatory

Measurable Performance Grouping

Below are criteria related to any performance-based remuneration and/or pay increase which would be based on objective documentation of compliance with their job description, departmental operational guidelines, departmental/administrative directives and the District's policy and procedure manual. Any Board approved performance-based remuneration/pay raise would be part of an overall District wide program to improve all district operations.

- *Below expectation performance:* the employee fails to meet a minimum level of measurable performance by displaying behavior/s less than conducive to a positive workplace; i.e. argumentative, overly and unjustifiably critical of others/system, has received warnings/write-ups etc. This employee will receive minimum, if any, performance type remuneration and/or pay raise.
- *Meets Expectations:* the employee meets the minimum level of measurable performance and is valuable as they are the type who show up for work, perform their duties and seldom cause any workplace issues. This employee would receive middle-of-the road performance remuneration and/or pay increase.
- *Superior Performance:* the employee exceeds in their work by complying with policies while actively taking on extra duties, which mentor and interact with their team in a positive uplifting way, who share with management methods to improve the workplace and/or system, who attend meetings etc. This employee may receive up to the maximum allowed remuneration and/or pay raise

Required Qualifications/Credentialing/Work Experience Position

Education – high school diploma or general education degree, (GED), successful graduation /licensing of an EMT and EMT-P program, bachelor's or associate's degree preferred in business or related field

Work Experience - Three years as a field paramedic; One year or more in a position of leadership and/or as a primary decision maker – position of strong influence within and EMS agency

Credentials – refer to the District's paramedic skill set credentialing, plus ICS: 200.b, 700.a, 701.a, 702.a, 703, 704, 706, 800.b, FEMA IS 240.a, 241.a, 242.a

Communication Skills – advanced understanding of and be able to effectively communicate using the English language for verbal and written communication, ability to effectively present information in one-on-one and small group situations to customers and other employees

Computer Skills – this position is heavy in computer usage – District management leverages technology as much as possible - so must understand an internet and desktop computer environment and/or laptop/Ipad type computers,

accessing the internet, check and create emails and calendar events, log in/off a computer, be familiar and have previous work experience with the following: Microsoft's Word/Excel/PowerPoint/Outlook

Math Skills – ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals, ability to compute rate, ration and percentages, ability to comprehend and analyze statistics to coordinate modeling of the clinical operations

Reasoning Abilities – uses reason over emotions, can reason through a process and/or challenge, must be able to effectively multitask in a manner according to the needs at hand, and understands the role that common sense plays in a business environment

SHIFTS, HOURS WEEKLY AND ESTIMATED OVERTIME:

Generally, salaried positions tend to be roughly 50 hours per week. Extra duty may be required depending on staffing patterns and/or call volume. Extra pay incentives are built in for such times. Flexible office hours are available and can be discussed with the Administrator and/or Human Resources

PHYSICAL REQUIREMENTS OF JOB TASKS:

This position must also meet the physical requirements of the field paramedic position

Note: the “intermittent” – “Constantly” definitions cover all this section of physical requirements. You can reference the standing subsection, walking subsection etc back to these definitions. All may be performed during initial or return fitness for duty testing, patient care situations or training sessions

INTERMITTENT is on an "on and off again" basis;

RARELY = <1 % of the time

FREQUENTLY = 34 - 66% of the time

OCCASIONALLY = 1 - 33% of the time

CONSTANTLY = 67-100% of the time

Percentage of work day and/or intermittence is noted if appropriate. **N/A denotes "not applicable."** Surface, body part involved, object used, weight, distance, and average/maximum times are noted below.

STANDING: Occasionally

WALKING: Occasionally

SITTING: Constantly

DRIVING: Intermittent

BALANCE: Intermittent

TWIST OR TURN: Occasionally

BEND/STOOP: Occasionally

CROUCH/SQUAT: Occasionally

CRAWL/KNEEL: Occasionally

PUSH/PULL: Occasionally

CARRY: Occasionally

USING HANDS, FINGERS, MAJOR JOINTS, REACHING, MOVEMENTS ETC:

SHOULDER TO OVERHEAD: Occasionally

WAIST TO SHOULDER: Occasionally

KNEE TO WAIST: Occasionally

FLOOR TO KNEE: Occasionally

EXTENSION/FLEXION: Frequently

HANDLING/GRASPING: Frequently

SPEAK/HEAR REQUIREMENTS: So as to function in an office

VISION REQUIREMENTS: So as to function in an office utilizing paper print, computer screens etc.

LIFTING and/or CARRYING:

1 -10 lbs. Frequently

11 - 20 lbs. Frequently

21 - 30 lbs. Frequently

31 - 50 lbs. Occasionally

51 - 75 lbs. Rarely

76 - > 100 lbs. Rarely

ENVIRONMENTAL CONDITIONS:

Office type environment

Notes:

- 1. South Howell County Ambulance District reserves the right to modify this job description. This job description in no way implies that these are the only duties, including essential duties to be performed by the employee occupying this position. It is also not to be construed or interpreted to be an employment contract as the employee relationship is "at-will". The job description may be subject to change to reasonably accommodate qualified disabled individuals insofar as the individual can meet the essential functions and physical description of the job*
- 2. South Howell County Ambulance District hires individuals based on their ability to meet the essential functions of this job description. We in no way screen individuals out based on race, ethnicity, religious beliefs, color, age sexual preference, gender or any other State or Federal protected class*